

I have filed in support of CapTel being mandated before so that it is available in every state of the Union. Below is an expanded list of why:

1) Easy to make 911 calls - I've checked it several times and it works!!! This is far superior to using TRS, IP Relay, or VRS and FCC is already asking for feedback on emergency calls via these relay systems. No such problems with CapTel!!!

2) I can leave messages with businesses, doctors, hearing people, to return calls via my regular phone number. And they call back. Using the TRS, IP Relay, or VRS to leave messages and instructions on how to return call via either of these relay services nowhere close to being as effective. I get far more calls leaving phone numbers to reach my CapTel than reaching my other assistive devices for the deaf. I know because I have a TTY, videophone, and use IP relay on my computer and only those who know me personally know how to use the other assistive devices. Strangers do not return my calls unless it's to my CapTel.

3) Many forms such as job applications, registrations, etc. that are available via hard copy (paper) or on line have no provisions for putting phone numbers for TRS, VRS, IP-Relay. This makes it extremely difficult, if not impossible, for the person filling the form to be contacted via phone. No such problem with CapTel. I just write down my phone number.

4) I often use VRS, TRS, or IP Relay to make calls. But when asked for a number to call back, I merely give my regular phone number with full confidence that the call will be returned because I have CapTel.

5) While my speech is understandable, even a person who does not have understandable speech can benefit from CapTel. An answering machine can be hooked up with CapTel. For example, the deaf person can use VRS, TTY, or IP Relay to make a call. If the call needs to be returned, the person with unintelligible speech can leave his regular phone number to reach the CapTel. When the call is returned, the deaf person does not answer the phone, but let's the answering machine take over. Then the deaf person uses the CapTel answering machine feature to contact the call center. When the call center's CA answers, the deaf person puts the phone on the answering machine and presses the play

button. The CA repeats the message which appears as text on the CapTel. Then the deaf person can use any of the other relay services (VRS, TTY, IP Relay) for follow up.

6) CapTel has many of the features of a regular phone: caller ID, conference calling, etc. This is not true of other telecommunication assistive devices.

7) CapTel's portable capabilities are superior to other assistive devices which makes it ideal for travelers. The CapTel user needs only a phone line to make the call. One only has to simply move the phone line from the regular phone of the hotel room, friend's phone, etc. to the CapTel to make a call. Similar strategy will work with TTYs. With VRS, one has to carry both the videophone and the router and needs high speed access and connections as well as technological savvy. And a computer is needed for IP Relay.

With the growth of the number of people losing their hearing related to aging, it is critical that CapTel service be available in every state of the union. It is also critical that no restrictions on the number of CapTels being distributed be allowed as the number of people with hearing losses that will need CapTel will increase geometrically rather than arithmetically.